

Professional and Managerial Branch
Miscellaneous Managerial Group
Transit Operation Series

FIXED ROUTE ASSISTANT SUPERINTENDENT

04/00 (CDH)

Summary

Under direction, manage operation of fixed route public transportation service for the City; serve as primary stand-in for division superintendent.

Typical Duties

Participate in planning, developing and organizing safe and reliable fixed route passenger transportation programs. Involves: conducting meetings of section staff regarding new or changed approaches to realizing division objectives and tactics or compliance with government regulations using available rolling stock, facilities, personnel and other resources; forwarding improvement suggestions, including job design, staff deployment and operations monitoring for upper management review and use in formulating and integrating division's operational standards and methods; conferring with maintenance and planning managers regarding ridership trends, technical developments and other practical considerations influencing acquisitions and utility of buses, properties, schedules or routes.

Assure fixed route public transportation schedules are met. Involves: verifying vehicle and operator availability; directing reassignment of vehicles and personnel; reporting and following-up on maintenance deficiencies; monitoring route schedule adherence and passenger oriented services by conducting inspections and reviewing supervisory reports; spotting schedule noncompliance trends or patterns and directing or initiating corrective actions; observing dispatch procedures and problems, and correcting procedure and performance problems; preparing employee work schedules for routine coverage and special events; implementing transportation policy and procedural directives for unusual conditions; issuing specific special instructions; investigating or overseeing incident report investigations; ensuring that procedures comply with governmental regulations.

Resolve employee performance and customer complaint disputes. Involves: discussing employee performance standards and deficiencies with subordinate supervisors; guiding corrective actions; investigating employee misconduct; reviewing disciplinary actions, including suspension and discharge, initiated by subordinate supervisors for reasonableness and consistency; approving and documenting recommendations if warranted; conducting employee orientations; monitoring overtime usage for control and equitable distribution; resolving customer complaints; guiding supervisors and staff on complaint resolution; meeting with complainants; negotiating resolution; appearing as witness and serving as expert resource in legal or administrative dispute resolution proceedings; maintaining and providing pertinent documentation as directed.

Perform general division management functions when division superintendent is unavailable to sustain overall continuity and coordination of ongoing day to day mass transit operations, and assist with allied support activities as authorized and qualified. Involves: representing division's interests on operational issues and situations in accordance with accepted practices which includes meeting with and providing information to media representatives as instructed; referring unprecedented problems that may necessitate deviation from general Mass Transit policies to next higher level executive or official available for decision or guidance; directing division operations, customer service and administrative functions; participating in civil disaster exercises; conducting or participating in operations related surveys as requested; conducting inspections to ensure work areas, vehicles, tools and equipment are maintained in clean, orderly, safe and operable conditions; making standard presentations to other Mass Transit managers, officials of other transit systems, City Council and the Civil Service Commission, grant funding and regulatory agencies, and the general public regarding status and changes in nature and scope of current fixed route services, equipment, facilities and workforce; testifying in court or at hearings, or giving depositions regarding claims and lawsuits; discussing ordinary fiscal matters with accountants or business dealings with contractors and suppliers; preparing designated specifications for vehicles, equipment, uniforms and other supplies as well as annual section operating, program improvement and capital budget requests; approving and monitoring expenditures as authorized, and justifying variations from forecasts; ensuring required documentation of activities is communicated and maintained.

Supervise assigned supervisory and non-supervisory employees. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance and reviewing ratings by subordinates; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; monitoring employee time and payroll records; scheduling and following up on random and Department of Transportation (DOT) mandated drug and alcohol tests; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: substituting for own supervisor, coworkers and subordinates as qualified by carrying out specific functions to maintain continuity of ordinary operations; participating in departmental social events; providing designated support to projects or activities overseen by higher graded personnel; explaining and demonstrating work to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments related to functions of other positions for training purposes under general supervision; logging activities, and preparing recurring or special results or status reports.

Minimum Qualifications

Training and Experience: Graduation from an accredited college with an Associate's degree in Public, Business or Transit Administration, or a closely related field, plus six (6) years increasingly responsible experience in complex scheduled passenger transportation system operations, including two (2) years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: mass transit scheduling and dispatching processes, and vehicle operation and maintenance practices. Good knowledge of: supervisory and customer complaint resolution techniques.

Ability to: direct large workforce through subordinate supervisors; plan and organize complex passenger vehicle operations and allied support programs; firmly and impartially exercise supervisory authority; interpret, analyze, apply and explain rules, regulations, policies, procedures, common scientific and technical journals, financial reports and legal documents; set and enforce customer oriented performance standards; evaluate and correct performance deficiencies; resolve grievances; listen to and direct resolution of customer complaints or complex disputes; define problems, collect data, establish facts concerning numerous abstract and concrete variables and draw valid conclusions for planning, organizing, coordinating and controlling operational personnel and program economy and quality; identify, compile, organize and analyze data to prepare reports and maintain records; maintain effective working relationships with City officials, fellow employees, other department entities, outside agencies and businesses, grant funding and regulatory agencies and the general public; express oneself persuasively, clearly and concisely, both orally and in writing.

Skill in safe operation and care of: personal computer or network work station, and generic business productivity and specialized transportation scheduling and routing software; common office equipment; motor vehicle.

Physical Effort and Work Environment: Occasional: exposure to shop and adverse weather conditions; driving through city traffic.

Licenses and Certificates: Valid Texas Class "C" driver's license, or equivalent issued by another state.

Special Requirements: Subject to call back, and working flexible hours, weekends, holidays, and extended hours.

Director of Personnel

Department Head